

Lam T. Nguyen

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EDUCATION

University of California, Berkeley, B.A. in Cognitive Psychology, 2004

WORK EXPERIENCE

Assistant Branch Manager - HMR USA, Inc., San Francisco, San Mateo, Sacramento

April 2006 – Present

- Manage overall branch performance and daily function directly alongside General Branch Manager and CEO.
- Full coordination of community “Earth Day” & “Green City” weekend events, including: planning, budgeting, advertising, logistics, purchasing of supplies and equipment upkeep.
- Design, execute, and manage from conception to execution, material designed to promote company identity and services through branding campaigns, community events, advertisement, brochures, website design, and logo creation.
- Coordination and support in event marketing and sponsorship for national trade shows and seminars including: eBay Live, Las Vegas. CES, Las Vegas, U.N. Earth Day Summit, San Francisco.
- Develop relationships and sponsorships with Business partners: SF BOMA, Genentech Green Genes Team, and Non-Profit Organizations: Compu-Mentor, Scripps.
- Key projects led and managed include:
 - Sales and Acquisitions Department Promotional Campaign: cold calling sessions, targeted site visitations.
 - Lead Account Executive for Genentech and Novartis Accounts – Management with focus on total compliance, strong customer satisfaction and business growth. Together, both clients represent 15% of total company business and revenue, and 100% of online revenue.
 - CISCO account – Managed the completion of RFI, and surpassing compliance audit requirements.
 - SF Green Business Certification: HMR was one of the earliest companies in San Francisco to become certified.
 - Company communications upgrade to VOIP and MPLS systems.

Management & Leadership Development Program – HMR USA, Inc.

April 2006 – April 2007

- Developed professional leadership and managerial skills through intense training within various modules.
- Increased skills and experience in each department including Sales, eCommerce, Logistics, Facilities, Purchasing, IT, Human Resources, and Senior Management.
- Mentored directly by CEO, COO, and CFO.

eCommerce Department Supervisor – HMR USA, Inc. San Francisco

August 2004 – April 2006

- Led team in creation and upkeep of online sales, and customer-inventory management systems.
- Networked and developed relationships with key vendors including eBay and Channel Advisor to increase sales.
- Created departmental budgeting and goal implementation.
- Maintained industry presence via sales seminars and eCommerce Conferences.
- Increased department's yearly sales revenue from an average of \$250,000 to an average \$500,000.

SKILLS

- Keen sense of public moods and trends developed from experience in sales and business as well as an academic background in psychology.
- Very detailed and motivated.
- Strong logistical skills – strong organization and knowledge.
- Strong experience with end-user consumers and B2B relationships.
- Highly effective within a diverse work environment – total fluency in Vietnamese, college courses taken in Japanese, French, and some knowledge in Spanish.
- Microsoft Office Software: Excel, Frontpage, Access, Word, Powerpoint.
- Sales Software: ACT!, Channel Advisor, Hoovers. Powertrader
- Accounting Software: Quickbooks, SAP. HR Software: ADP
- Operating Systems: very knowledgeable in both Windows and Mac OS.
- Multimedia Software: Adobe Flash MX, Adobe Dreamweaver, Adobe Photoshop.
- Programming and Web design: HTML, Lisp, Scheme
- Web design: <http://www.itsjustlam.com>; <http://mybluedream.com>